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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/039,118	01/04/2002	Shannon Jones	005306.P006	1044

7590 07/13/2005	**EXAMINER**

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ART UNIT	PAPER NUMBER
2655	

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Please find below and/or attached an Office communication concerning this application or proceeding.

PTO-90C (Rev. 10/03)

	Application No.	Applicant(s)
Office Action Summary	10/039,118	JONES ET AL.
	Examiner	Art Unit	
	Huyen X. Vo	2655	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) FROM
THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed
  after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any
  earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>16 May 2005</u>.

2a)☒ This action is **FINAL**.   2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is
closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>1-30</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>1-30</u> is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on <u>04 January 2002</u> is/are: a)☒ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage
application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☐ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____.

5)☐ Notice of Informal Patent Application (PTO-152)

6)☐ Other: _____.

DETAILED ACTION

Response to Arguments

1.   Applicant has submitted a response filed 5/16/2005 arguing to traverse prior art

rejection based on arguments regarding "*Uppaluru does not involve two different*

systems that require separate authentication", "*Uppaluru provides no indication of*

spoken "natural language query" command(s)", and "*said feedback data including data*

corresponding to data retrieved from the enterprise data system in response to the

natural language commands" (Remarks/Arguments section page 17). Applicant's

arguments have been fully considered but they are not persuasive. Uppaluru fully

anticipates all the limitations mentioned above. With respect to applicant's first point of

argument, Appaluru teaches an authentication process that determines whether or not

the user should be granted access to the voice web pages. So, the server software

(component 112 in figure 1) determines if the user should be granted access to voice

web pages (103 in figure 1) using authentication information stored in the subscriber

directory (104 in figure 1). If the user is granted access to voice web pages, connection

between the user and the voice web pages is established. Subscriber Directory and

Voice Web Pages are two separate subsystems housed within the Voice Web Site 102.

Regarding the remaining two points of argument, Appaluru also teaches that once

connection between the user and the Voice Web Pages is established, the user can

navigate the voice web page and selected voice web pages are retrieved and sent to

the user (*col. 6, lines 30-46*).

2.   Applicant also argues that "speech input" is not sufficient to anticipate "an ad hoc query" and that "Bennett does not perform the operation of "converting the spoken natural language query into a data request and retrieving data from the enterprise data system and/or local database corresponding to the ad hoc query" (*page 19 of the Remarks/Arguments section*). Applicant's arguments have been fully considered but they are not persuasive. An ad hoc query is only a purpose-specific query. Any query used to search/retrieve information from a database is considered purpose-specific query. Bennett also teaches the step of converting the spoken natural language query into a data request and retrieving data from the enterprise data system and/or local database corresponding to the ad hoc query (*col. 11, lines 13-24, text query is converted to database query to facilitate further processing and analysis*).

3.   For reasons stated above, examiner maintains previous ground of rejection.

Claim Rejections - 35 USC § 102

4.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless – (b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.
>
> (e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

5.   Claims 21-27 are rejected under 35 U.S.C. 102(b) as being anticipated by

Uppaluru (US Patent No. 5915001).

6.   Regarding claim 21, Uppaluru discloses a method for accessing an enterprise

data system via a telephone, comprising: enabling a user to establish a telephone

connection to a voice access system (*the operation of figure 1*); authenticating the user

with the voice access system using a login process in which the user is identified by a

unique user identifier (*col. 3, line 1-17, including PIN numbers entered using keypad or

verbal*); determining enterprise data system log-in data that enables the user to access

the enterprise data system, based on the unique user identifier for the voice access

system (*col. 3, line 1-17*); automatically logging the user into the enterprise data system

using the enterprise data system log-in data (*col. 3, line 1-17*); providing a voice user

interface that enables the user to navigate and query data from a plurality of domains

using spoken navigation and natural language query commands (*element 105 in figure

1*), wherein each domain comprises data corresponding to a respective type of object in

the enterprise data system (*the personal voice web section in col. 11-15*); and providing

feedback data in a verbal format to the user via the telephone connection in response to

spoken navigation and natural language query commands (*col. 19, line 24-60*), said

feedback data including data corresponding to data retrieved from the enterprise data

system in response to the natural language query commands and system prompts in

response to the spoken navigation commands (*col. 19, line 24-60*).

7.   Regarding claims 22-23, Uppaluru further discloses the method of claim 21,

wherein the voice user interface includes a set of global voice commands that enables

the user to jump from a current domain to a new domain (*col. 8, lines 32-51, "next" and*

"previous" commands and/or col. 17, lines 37-57), and wherein the voice user interface

includes voice commands that are context sensitive to a current navigation context of

the user, such that the user may navigate to another navigation context from a current

navigation context using navigation voice commands that are based, at least in pad, on

the current navigation context of the user (*col. 17, lines 37-57*).

8.   Regarding claim 24, Uppaluru further discloses the method of claim 21, further

comprising: generating a data query to retrieve data from the enterprise data system,

said data query returning a plurality of data sets pertaining to an object to which the ad

hoc query corresponds to (*col. 19, lines 56-60, "results"*); and enabling the user to

browse the plurality of data sets using verbal input (*col. 19, lines 32-45, "navigate*

appropriate hyper links").

9.   Regarding claim 25, Uppaluru further disclose the method of claim 21, further

comprising: maintaining navigation tracking information for the user that identifies

navigation locations the user has previously navigated to (*col. 8, lines 32-51, the "next"*

command and/or col. 19, lines 1-60); and selecting system prompts based on the

navigation tracking information for the user such that the user is presented with a

different system prompt if the user has not previously navigated to a current navigation

location than the user is presented with if the user has previously navigated to the

current navigation location (*col. 19, lines 1-60*).

10.   Regarding claim 26, Uppaluru further disclose the method of claim 21, wherein

the ad hoc query comprises a request to retrieve data corresponding to a domain the

user is currently in that is provided to the enterprise data system and returns a plurality

of data sets comprising header data identifying items pertaining to the current domain,

further comprising: enabling the user to browse the header data on an item-by-item

basis using verbal navigation commands (*col. 19, lines 32-45*); and reading the header

data corresponding to each item in response to a user navigation to that item (*col. 19,

lines 46-60*).

11.   Regarding claim 27, Uppaluru further discloses the method of claim 26, further

comprising: enabling the user to request detail information corresponding to an item that

is currently being browsed (*col. 29, lines 24-60*); retrieving detail information from the

enterprise database corresponding to the item currently being browsed (*col. 29, lines

24-60*); and reading the detail information to the user via the telephone connection (*col.

29, lines 24-60*).

12.   Claims 28-29 are rejected under 35 U.S.C. 102(e) as being anticipated by

Bennett et al. (US Patent No. 6633846).

13.   Regarding claim 28, Bennett et al. disclose a method for accessing an enterprise

data system via telephone using a voice access system, comprising: defining a set of

grammars comprising a language and syntax in which data are stored as phonetic

representations of the data (*col. 12, lines 1-17*); retrieving selected data from the

enterprise data system (*col. 25, lines 19-35*); pre-compiling at least a portion of the

selected data into predefined forms corresponding to the set of grammars (*col. 25, lines

19-35*); storing the pre-compiled data in a local database that is apart from the

enterprise data system (*col. 25, lines 19-35*); enabling a user to request an ad hoc

query be performed against data stored in the enterprise data system and/or local

database using a spoken natural language query (*Speech Input in figure 1*); converting

the spoken natural language query into a data request and retrieving data from the

enterprise data system and/or local database corresponding to the ad hoc query

(*elements 182-184 in figure 1 and/or col. 24, line 56 to col. 25, line 12*); and providing

feedback data corresponding to data that are retrieved in a verbal format to the user via

the telephone connection (*col. 25, line 62 to col. 26, line 3 and figure 11C*).

14.   Regarding claim 29, Bennett et al. further disclose the method of claim 28,

wherein header data that are used to identify objects are stored in the local database

while detail data corresponding to the objects are stored in the enterprise database (*col.

25, lines 19-35*).

15.   Regarding claim 30, Bennett et al. further disclose the method of claim 28, further

comprising: defining a set of objects for which data are to be pre-compiled (*col. 25, lines

19-47*); defining a schedule identifying when data corresponding to the set of objects

are to be pre-compiled (*col. 25, lines 19-47*); and pre-compiling data corresponding to

those objects based on the schedule (*col. 25, lines 19-47*).

Claim Rejections - 35 USC § 103

16.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set
> forth in section 102 of this title, if the differences between the subject matter sought to be patented and
> the prior art are such that the subject matter as a whole would have been obvious at the time the
> invention was made to a person having ordinary skill in the art to which said subject matter pertains.
> Patentability shall not be negatived by the manner in which the invention was made.

17.   Claims 1-11 and 15-20 are rejected under 35 U.S.C. 103(a) as being

unpatentable over Bennett et al. (US Patent No. 6633846) in view of Uppaluru (US

Patent No. 5915001).

18.   Regarding claims 1, 3 and 15-16, Bennett et al. disclose a method for accessing

data from an enterprise data system via user voice input: enabling a user to establish a

communications connection to a voice access system (*the operation of figure 1*);

enabling the user to request an ad hoc query be performed against data stored by the

enterprise data system using a spoken natural language query (*Speech Input in figure

1*); converting the spoken natural language query into a data query and executing the

data query to retrieve any data in the enterprise data system corresponding to the ad

hoc query (*elements 182-184 in figure 1 and/or col. 24, line 56 to col. 25, line 12*); and

providing feedback data corresponding to data retrieved from the enterprise data

system in a verbal format to the user (*col. 25, line 62 to col. 26, line 3 and figure 11C*).

Bennett et al. fail to specifically disclose the step of authenticating the user using

a login process in which the user is identified by a unique voice user identifier; and

transparently logging the user into the enterprise data system through use of

information obtained during authentication of the user. However, Uppaluru teaches the

step of authenticating the user using a login process in which the user is identified by a

unique voice user identifier (*col. 3, line 1-17, including PIN numbers entered using

keypad or verbal*); and transparently logging the user into the enterprise data system

through use of information obtained during authentication of the user (*col. 3, line 1-17*).

Since Bennett et al. and Uppaluru are analogous art because they are from the

same field of endeavor, it would have been obvious to one of ordinary skill in the art at

the time of invention to modify Bennett et al. by incorporating the teaching of Uppaluru

in order to prevent unauthorized user from gaining access to services and to ensure

security.

19.   Regarding claim 2, Bennett et al. further disclose the method of claim 1, wherein

the data query includes reference to a unique enterprise data system user identifier

such that the ad hoc query returns user-specific data (*col. 25, line 62 to col. 26, line 3

and/or referring to figure 11C*).

20.   Regarding claims 4 and 17, Bennett et al. further disclose the method of claim 1,

further comprising: converting the spoken natural language query into a data request in

an application-readable form (*col. 24, line 56 to col. 25, line 12*); identifying one or more

objects and data criteria corresponding the spoken natural language query by

processing the data request (*col. 25, lines 1-12*); and formulating the data query based

on any objects and data criteria that are identified (*col. 25, lines 1-12*).

21.   Regarding claims 5 and 18, Bennett et al. further disclose the method of claim 4,

wherein the enterprise data system includes an object manager and data manager that

are used to enable access to data stored in an enterprise database, further comprising:

passing information corresponding to any objects and data criteria that are identified to

the object manager (*col. 25, lines 1-61 and/or referring to figures 11A-B*); formulating a

database query based on the objects and data criteria passed to the object manager in

consideration of enterprise database schema information available to the data manager

(*col. 25, lines 1-61 and/or referring to figures 11A-B*); submitting the database query to

the enterprise database (*col. 25, lines 1-61 and/or referring to figures 11A-B*); receiving

a result set back from the enterprise database in response to the database query (*col.

25, lines 62 to col. 26, line 3 and/or referring figure 11C*); and processing the result set

to produce the feedback data (*col. 25, lines 19-61*).

22.   Regarding claim 6, Bennett et al. further disclose the method of claim 5, further

comprising: extracting object data from the result set (*col. 25, lines 19-35*), but fail to

specifically disclose the steps of defining a prompt and slotted data string corresponding

to a grammatical form in which data are to be presented to a user; embedding the

object data into slots in the prompt and slotted data string to produce the feedback data.

However, Uppaluru further teaches the steps of defining a prompt and slotted data

string corresponding to a grammatical form in which data are to be presented to a user

(*col. 19, line 45 to col. 20, line 34*); embedding the object data into slots in the prompt

and slotted data string to produce the feedback data (*col. 19, line 45 col. 20, line 34*).

Since Bennett et al. and Uppaluru are analogous art because they are from the

same field of endeavor, it would have been obvious to one of ordinary skill in the art at

the time of invention to further modify Bennett et al. by incorporating the teaching of

Uppaluru in order to ease subscriber's access by automatically filling in the needed

fields and guiding the user to input command step by step.

23.   Regarding claim 7, Bennett et al. further disclose the method of claim 1, wherein

converting the spoken natural language query into the data query comprises: receiving

user voice input as digital waveform data (*Input Speech in figure 1*); passing the digital

waveform data to a voice recognition component (*SRE 155 and 182 in figure 1*);

receiving application-readable data from the voice recognition component

corresponding to the spoken natural language query (*col. 25, lines 1-12*); and

processing the application-readable data to determine what data the user desires to

retrieve (*col. 25, lines 1-47*).

24.   Regarding claim 8, Bennett et al. further disclose the method of claim 2, further

comprising: defining a grammar syntax language comprising a plurality of grammars

specifying grammatical formatting of legal user inputs (*col. 19, lines 27-67 and col. 27,*

lines 20-67); and determining what the user desires to retrieve by processing user voice

input in consideration of the grammar syntax language (*col. 19, lines 27-67*).

25.   Regarding claim 9, Bennett et al. further disclose the method of claim 1, wherein

providing feedback data corresponding to data retrieved from the enterprise data

system in a verbal format to the user comprises: defining a text string corresponding to

a grammatical form in which data are to be presented to a user (*speech output in figure*

1); embedding data retrieved from the enterprise data system to form an embedded

data text string (*col. 25, line 62 to col. 26, line 3*); passing the embedded data text string

to a text-to-speech conversion component (*TTS 159 in figure 1*); receiving digital

waveform data from the text-to-speech conversion component corresponding to the

embedded data text string (*Speech Output in element 158 in figure 1*); streaming the

digital waveform data to a device that produces an audible sound in response to

processing the digital waveform data to produce a verbalized feedback to the user

(*Speech Output in element 158 in figure 1, audio unit is inherently included to produce*

the audible sound).

Bennett et al. fail to disclose the step of embedding data retrieved from the enterprise data system in slots defined in the text and slotted data string to form an embedded data text string. However, Uppaluru further teaches the step of embedding data retrieved from the enterprise data system in slots defined in the text and slotted data string to form an embedded data text string (*col. 19, line 45 to col. 20, line 34*).

Since Bennett et al. and Uppaluru are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Uppaluru in order to ease subscriber's access by automatically filling in the needed fields and guiding the user to input command step by step.

26.   Regarding claim 10, Bennett et al. fail to disclose the method of claim 9, wherein a plurality of text and slotted data strings are defined, each corresponding to a respective system response, further comprising: determining a current navigation context of the user; and selecting an appropriate text and slotted data string from among said plurality of text/prompt and slotted data strings based, at least in pad, on the current navigation context of the user. However, Uppaluru further teach the steps of determining a current navigation context of the user (*col. 18, line 45 to col. 19, line 60*); and selecting an appropriate text/prompt and slotted data string from among said plurality of text and slotted data strings based, at least in pad, on the current navigation context of the user (*col. 18, line 45 to col. 19, line 60*).

Since Bennett et al. and Uppaluru are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Uppaluru in order to ease the subscriber's access.

27.   Regarding claim 11, Bennett et al. fail to disclose the method of claim 9, wherein a plurality of text and slotted data strings are defined, each corresponding to a respective system response, further comprising: identifying attributes corresponding to data retrieved from the enterprise data system; and selecting an appropriate text/prompt and slotted data string from among said plurality of text and slotted data strings based, at least in pad, on any attributes corresponding to data retrieved from the enterprise data system that are identified.

        However, Uppaluru further teach the steps of identifying attributes corresponding to data retrieved from the enterprise data system (*col. 18, line 45 to col. 19, line 60*); and selecting an appropriate text/prompt and slotted data string from among said plurality of text and slotted data strings based, at least in part, on any attributes corresponding to data retrieved from the enterprise data system that are identified (*col. 18, line 45 to col. 19, line 60*).

        Since Bennett et al. and Uppaluru are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Uppaluru in order to ease the subscriber's access.

28.   Regarding claim 19, Bennett et al. further disclose the method of claim 18,

wherein use of the object manager and data manager abstracts objects from how data

corresponding to the objects are stored in the enterprise database such that a schema

of the enterprise database may be changed without requiring any changes to any voice

access system component that is external to the enterprise data system (*Database 188,*

the database is simply a piece of memory, where data are entered/updated frequently

ready to be accessed by the subscriber. The database is inherently independent of

other processing units. Therefore, changing the contents of the database will not affect

other processing units).

29.   Regarding claim 20, Bennett et al. fail to disclose the method of claim 15, further

comprising: retrieving data pertaining to a selected object for the user from the

enterprise data system through use of the unique user identifier upon login to the voice

access system; and providing feedback data corresponding to any data that are

retrieved in a verbal format to the user via the communications connection. However,

Uppaluru further teach the steps of retrieving data pertaining to a selected object for the

user from the enterprise data system through use of the unique user identifier upon

login to the voice access system (*col. 19, lines 24-32*); and providing feedback data

corresponding to any data that are retrieved in a verbal format to the user via the

communications connection (*col. 19, lines 24-32*).

Since Bennett et al. and Uppaluru are analogous art because they are from the

same field of endeavor, it would have been obvious to one of ordinary skill in the art at

the time of invention to further modify Bennett et al. by incorporating the teaching of

Uppaluru in order to assist user in using the service.

30.   Claims 12-14 are rejected under 35 U.S.C. 103(a) as being unpatentable over

Bennett et al. (US Patent No. 6633846) in view of Uppaluru (US Patent No. 5915001),

and further in view of Denneberg et al. (US Patent No. 6724864).

31.   Regarding claim 12, Bennett et al. further disclose the method of claim 1,

wherein providing feedback data corresponding to data retrieved from the enterprise

data system in a verbal format to the user comprises: passing data retrieved from the

enterprise data system to a text-to-speech conversion component (*TTS 159 in figure 1*);

receiving text-to-speech (TTS) digital waveform data from the text-to-speech conversion

component corresponding to the data passed to it (*output of the TTS 159 in figure 1*); an

audible sound in response to processing the digital waveform data to produce a

verbalized feedback to the user (*output of the TTS 159 in figure 1*).

Bennett et al. fail to specifically disclose the steps of storing a plurality of prompt

audio files, each comprising prompt digital waveform data that when processed

produces a verbalized prompt comprising one or more words; defining a prompt

identifier and slotted data string specifying a grammatical form in which data are to be

presented to a user by identifying prompt audio files to be streamed and defining in

order specifying where data are to be inserted relative to any prompts audio files that are identified; streaming prompt and TTS digital waveform data to a device that produces; wherein portions of the prompt and TTS digital waveform data are streamed, in order, based on an ordered defined by the prompt identifier and slotted data string, and prompt digital waveform data is retrieved from prompt audio files corresponding to the prompt identifiers.

However, Denneberg et al. teach the steps of storing a plurality of prompt audio files, each comprising prompt digital waveform data that when processed produces a verbalized prompt comprising one or more words (*col. 4, line 26 to col. 5, line 33*); defining a prompt identifier and slotted data string specifying a grammatical form in which data are to be presented to a user by identifying prompt audio files to be streamed and defining in order specifying where data are to be inserted relative to any prompts audio files that are identified (*col. 13, lines 5-25*); streaming prompt and TTS digital waveform data to a device that produces (*col. 4, line 26 to col. 5, line 33*); wherein portions of the prompt and TTS digital waveform data are streamed, in order, based on an ordered defined by the prompt identifier and slotted data string, and prompt digital waveform data is retrieved from prompt audio files corresponding to the prompt identifiers (*col. 4, line 26 to col. 5, line 33*).

Since the modified Bennett et al. and Denneberg et al. are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by

incorporating the teaching of Denneberg et al. in order to make it easy for the user to follow instructions.

32.   Regarding claim 13, Bennett et al. fail to disclose the method of claim 12, wherein a plurality of text and slotted data strings are defined, each corresponding to a respective system response, further comprising: determining a current navigation context of the user; and selecting an appropriate text and slotted data string from among said plurality of text/prompt and slotted data strings based, at least in pad, on the current navigation context of the user. However, Uppaluru further teach the steps of determining a current navigation context of the user (*col. 18, line 45 to col. 19, line 60*); and selecting an appropriate text/prompt and slotted data string from among said plurality of text and slotted data strings based, at least in pad, on the current navigation context of the user (*col. 18, line 45 to col. 19, line 60*).

        Since Bennett et al. and Uppaluru are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Uppaluru in order to ease the subscriber's access.

33.   Regarding claim 14, Bennett et al. fail to disclose the method of claim 12, wherein a plurality of text and slotted data strings are defined, each corresponding to a respective system response, further comprising: identifying attributes corresponding to data retrieved from the enterprise data system; and selecting an appropriate text/prompt

and slotted data string from among said plurality of text and slotted data strings based,

at least in pad, on any attributes corresponding to data retrieved from the enterprise

data system that are identified.

However, Uppaluru further teach the steps of identifying attributes corresponding

to data retrieved from the enterprise data system (*col. 18, line 45 to col. 19, line 60*);

and selecting an appropriate text/prompt and slotted data string from among said

plurality of text and slotted data strings based, at least in part, on any attributes

corresponding to data retrieved from the enterprise data system that are identified (*col.

18, line 45 to col. 19, line 60*).

Since Bennett et al. and Uppaluru are analogous art because they are from the

same field of endeavor, it would have been obvious to one of ordinary skill in the art at

the time of invention to further modify Bennett et al. by incorporating the teaching of

Uppaluru in order to ease the subscriber's access.

Conclusion

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time

policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE

MONTHS from the mailing date of this action. In the event a first reply is filed within

TWO MONTHS of the mailing date of this final action and the advisory action is not

mailed until after the end of the THREE-MONTH shortened statutory period, then the

shortened statutory period will expire on the date the advisory action is mailed, and any

extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of

the advisory action. In no event, however, will the statutory period for reply expire later

than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Huyen X. Vo whose telephone number is 571-272-7631.

The examiner can normally be reached on M-F, 9-5:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, Wayne Young can be reached on 571-272-7582. The fax phone number for

the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the

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Business Center (EBC) at 866-217-9197 (toll-free).

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6/30/2005

W. R. YOUNG
PRIMARY EXAMINER